



## RECOMMENDATIONS FOR MULTI-LINE TELEPHONE SYSTEMS

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School phones, when being used to place calls to E9-1-1, should be able to display accurate address and location information, down to the floor and room level, for the phone that is being used to make the call.

A school's telephone service provider, in conjunction with their Multi Line Telephone System (MLTS) vendor, should be able to provide a Private Switch Automatic Location Identification (PS-ALI) account that can send this information through with any call made to E9-1-1.

In very limited cases, the State of New Hampshire's E9-1-1 Data Operations Unit can also assist with online access to a school's telephone numbers that they can update whenever the address or location of a telephone number changes. *(This service is limited to schools whose telephone service providers "house" their telephone numbers in the State of New Hampshire's ALI Database. Please contact our office to determine if your current telephone service provider does so.)*

Regardless of the telephone service provider, the NH DESC can provide the following guidelines for setting up Multi-Line Telephone System (MLTS) and Private Switch Automatic Location Identification (PS-ALI) systems:

### **Multi-Line Telephone System (MLTS) and Private Switch Automatic Location Identification (PS-ALI)** **Guidelines**

This guide is for schools that are considering upgrading their Multi-Line Telephone System (MLTS) and Private Switch Automatic Location Identification (PS-ALI) with the capabilities to provide more accurate interior Emergency Response Locations (ERLs) for 9-1-1 calls. Discuss these guidelines with your IT staff, system Vendor, and Service Provider during the beginning stages of this process.



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At some point during this process, a school will be asked to apply for a NENA Company ID (National Emergency Number Association). NENA Company Identifiers (also known as Company IDs or CIDs) allow 9-1-1 centers to quickly identify the telephone company or access infrastructure provider responsible for a particular telephone number. In the school's case they would be considered the owner/operator of the MLTS and responsible for the PS-ALI ERL data provided during a 9-1-1 call. The application requires a 24/7 contact number that 9-1-1 can call for exigent circumstances.

A school might also be asked by their Service Provider to enter into a PS-ALI agreement. This agreement is a contract with your Service Provider and will give you the responsibility of assigning ERL designators for your phone lines. It also will allow you to assign, change, and add new ERLs as needed.

When considering upgrades to a Multi-Line Telephone System (MLTS) for the purposes of providing more accurate ERLs, a determination should be made as to where the end location will be. That ERL can be at the port/jack (preferred) or at the phone. *(The reason we would recommend assigning the end location (ERL) to the port/jack is to minimize the tracking and reprogramming that would be needed as phones are moved throughout your network and its many locations.)*

The advantage of having the end location assigned to the port/jack is also the safety of your employees who might move their phones without telling anyone. If the end location is assigned to the phone it is programmed into the phone and does not change based upon where it is connected into your network. When the port/jack has the end location assigned to it the employee can take their phone and move to their new office plug it in and the phone will reprogram itself knowing it is now connected to a new location. This is accomplished by having an Emergency Location Identification Number (ELIN) assigned to each port/jack. The ELIN has the ERL assigned to it (FL 1 RM 100, STE 100, OFC 100, etc.) When 9-1-1 is dialed, the system knows to use the ELIN to connect rather than the employee's assigned DID.

In most cases, you will need to set up your ERLs down to the room level. With each room having a phone and the potential for being isolated during an emergency, it is imperative that any outbound 9-1-1 call display the most accurate location for where the call originates. This is even more crucial when the caller is unable to speak and confirm their location.



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When developing your ERL zones keep in mind that the character limit for display in the 9-1-1 center is 32. Anything beyond this character limit will be automatically truncated. You should be as consistent as possible with your ERL designations. You should also follow the USPS codes for abbreviation of secondary unit designations (see following partial list of secondary unit designations for guidance):



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Secondary Unit Designator	Approved Abbreviation		Secondary Unit Designator	Approved Abbreviation
BASEMENT	BSMT *		REAR	REAR *
BUILDING	BLDG		ROOM	RM
DEPARTMENT	DEPT		SIDE	SIDE *
FLOOR	FL		SPACE	SPC
FRONT	FRNT *		SUITE	STE
LOBBY	LBBY *		TRAILER	TRLR
LOWER	LOWR *		UNIT	UNIT
OFFICE	OFC *		UPPER	UPPR *

\* Does not require secondary range number to follow

ERLs should increase away from the point of primary access. ERLs should be numeric with the first number indicating the floor of the unit or at a minimum, some other type of floor designator. For example, in multi-story buildings, units on the first floor would receive ERLs between 101 and 199; units on the second floor would receive ERLs between 201 and 299. Basement floors should receive a floor designator of B with an ERL between 01 and 99 (B01, B02, B99, etc.)

If a school has multiple independent buildings on the campus, we recommend that each building be assigned its own address. If the buildings share a single address (and will not be reassigned) the ERLs need to be able to uniquely identify the building where the 9-1-1 call originates by using either the building name or other designation. This additional location information is essential for emergency personnel when responding to a campus like property with multiple independent buildings that have a single address. (e.g.; *BLDG SMITH HALL – RM 100, BLDG A - FL 2 – RM 201, ETC.*)

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